**Regional Healthcare Partnership 8**

**Bi-Weekly Conference Call**

**Tuesday, July 8, 2014 • 9:00 – 10:00 a.m.**

Phone Number: 877-931-8150 **•** Participant Passcode: 1624814****

**ATTENDANCE**

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| **Organization** | **Name(s)** |
| Bell County Public Health District | Renee Stewart |
| Bluebonnet Trails | Vicky Hall  Kate Riznyk  Mark Janes  Emily Hutchinson  Marlene Buchanan  Jamie Schmitt  Jennifer Bourquin |
| Center for Life | Joey Smith  Jennifer McCoy |
| Central Counties Services | Eldon Tietje  Ray Helmcamp  Robert Walker  Donna Flanery  Steve Slaughter  Carlos Sanchez |
| Hill Country MHMR | Kristie Jacoby |
| Little River Healthcare | George DeReese |
| Scott & White – Llano | Kim Schroeder |
| Scott & White – Memorial | N/A |
| Seton Hospital System | Melanie Diello |
| Seton Harker Heights | Zach Dietz |
| Seton Highland Lakes | Crissy Calvert |
| St. David’s Round Rock Medical Center | Michelle Hays |
| Williamson County and Cities Health District | Lisa Morse  Dina Cavazos |
| RHP 8 Anchor Team | Jennifer LoGalbo  Gina Lawson |
| Other Stakeholders | Darlene Lanham, Anchor, RHP 7  Annie Burwell, Williamson County Emergency Services – Outreach Team – HealthCareLink  Robert Brock, Metroplex Health System – Rollins Brook Hospital |

**AGENDA**

1. **Welcome and Introductions**
2. Introduce Anchor team
3. Roll call of stakeholders on call by Provider-organization
4. Open to the region
5. **RHP 8 Learning Collaborative Re-Cap**
6. Update on July 1st Lunch & Learn Webinar (noon – 1 p.m.)

* Cooper McLendon presented to the group on Six Sigma, a quality management methodology that uses different theories and tools to improve upon business processes. For those who were unable to attend, we included a short video clip in the monthly [July newsletter](http://us8.campaign-archive1.com/?u=085e5ace42badb60a4dba747d&id=a317f1ba5f).
* If you attended, please email the Anchor team to let us know to add you to the “sign-in” sheet, if you haven’t already.
* The next lunch and learn will be in late September. More information to come.

1. Update on RHP 8 Learning Collaborative event planned for August 20th

* Date, time, and location: We are planning to host the event on August 20th, from 1-4 p.m. in Williamson County at the Georgetown Chamber of Commerce.
* The theme will be “Big Data, Big Health” and there are 4 parts to the LC event that we are proposing:
* First, we have a subject matter expert from HHSC’s Medicaid and CHIP Division coming to discuss what big data is and how data can be captured and managed to focus on target populations.
* Secondly, RHP 8 DSRIP Providers will present to the group on projects being implemented in RHP 8 that tie in both the data collection piece along with reducing obesity rates.
* Third, the cohort will provide an update to the LC participants.
* And fourth, we will offer a break-out session that is hands on and would allow for true collaboration at the event.
* Registration info is coming out soon. All RHP 8 Stakeholders welcome. Space is limited so register early.

1. Reminder to visit the [RHP 8 Website](http://www.tamhsc.edu/1115-waiver/rhp8/index.html)

* The new RHP 8 website offers more than just learning collaborative information. We have imbedded a Google calendar on our regional timeline page. If you visit the page and see an event on the Google calendar, you can copy the event to your Outlook and Google calendars.
* We are very proud of the website, and if you have feedback about how we could improve the site, please let us know.
* Please send event announcements to the Anchor team to post to our website and newsletter.

1. **“Raise the Floor” – Providers Discuss Topic Areas and Open Discussion**
2. Project Spotlight: “Providing Emergency Stabilization for up to 48 Hours”

*Presenter: Karen Dorrier, Project Manager, 48-hour extended observation unit project, Bluebonnet Trails*

Karen was not able to present today. PowerPoint presentation was emailed to participants and is available upon request.

1. Innovator Agent: “Reducing Emergency Department Utilization by Individuals Identified as High-Utilizers”

*Presenter: Annie Burwell, Williamson County Emergency Services – Outreach Team – HealthCareLink*

* Ms. Burwell provided an overview of HealthCareLink, a health and behavioral health program.
* A two-person team of a case manager and nurse/paramedic provide home visits.
* Goals include improving overall health and quality of life for patients and reduce inappropriate use of emergency departments and first responder services.
* It is a collaborative project between area hospitals, Bluebonnet Trails, Williamson EMS, MOT, fire department and law enforcement.

They evaluated best practices of similar programs across the state and added the mental health care component.

* Successes/lessons Learned
  + Initially 5 ER/EMS encounters were the minimum, but they found the patients were more successful if they came into the program after the third ER/EMS encounter.
  + The more contact with the team the better the health outcome.
* Challenges:
  + SharePoint was the initial data collection system used. However, SharePoint had limitations. Currently, they are using Practice Fusion for free.
  + Identifying when a patient should graduate, discharge, and/or be monitored.
  + Some unsafe living environment for patients, families and visiting health care team (gangs, weapons, illegal drugs, etc.).

More detailed handouts were emailed to participants and are available upon request.

1. Open Discussion

* The name of the free data collection system used by HealthCare Link was requested. It is *Practice Fusion*.
* Williamson County has three similar programs addressing ER high-utilizers. Ms. Burwell provided a summary of each’s target population.

1. **Community Paramedicine** –Patients located in rural areas; patients have low acuity and no mental health issues; link patients to medical home.
2. **HealthCareLink** – Patients have chronic health and mental health issues, and may have high frequency contact with multiple systems such as ER, fire, EMS, law enforcement, etc.
3. **Mobile Outreach Team (MOT)** – EMS for mental health patients; conduct mental health assessments for 911 referrals.
4. **RHP 8 Learning Collaborative Updates**
5. Monthly Newsletter

* To request to receive the newsletter, email the Anchor team. Newsletters will be emailed monthly and posted on the [RHP website](http://www.tamhsc.edu/1115-waiver/rhp8/lc/newsletter.html).

1. Cohort Development; first meeting planned Thursday, July 31st, 9:30 a.m. – 11: 00 a.m. at TAMHSC in Round Rock

Ray Helmcamp, Cohort Facilitator, provided the following cohort highlights

1. Planning materials/guides sent to 17 cohort members.
2. The July 31st first face-to-face meeting will be to get to know members/projects and identify the cohort, goals, focus, and framework.
3. Seating is limited to 20 participants; please keep this in mind when RSVP’ing to Ray and Joey.
4. Opportunities to Participate in Other-RHP Activities

* Should you attend learning collaboratives in other RHPs and would like to share the information you learned, contact the Anchor team to request to present on an RHP 8 bi-weekly learning collaborative conference call.

1. **Next Steps/Adjourn**

Next call scheduled: Tuesday, July 22, 2014, 9:00 a.m. – 10:00 a.m.